

GENERAL SERVICES ADMINISTRATION
WASHINGTON 25, D. C.

November 9, 1962

GENERAL REGULATION NO. 27, Supplement No. 2

TO : Heads of Federal Agencies
SUBJECT: U.S. Government Correspondence: Stationery Specifications
and Use Standards

1. Purpose. This supplement prescribes the format for Optional Form 27, United States Government 2-Way Memo.
2. Optional Form 27, United States Government 2-Way Memo. This form is a 3-part snap-out set with interleaved carbon for informal communications. The message and the reply can be placed on the same page in brief informal language. This simplifies writing, handling, storing, and disposing of short informal communications. The form has been designed so that it can be sent and returned in a window envelope, if an envelope is necessary. Each packet of 100 forms is accompanied by a sheet entitled "Guides to Simplified Informal Correspondence."
3. Availability: Supplies of Optional Form 27 will be available from the General Services Administration Stores Depot, Region 3, on or about February 1, 1963, and at all other General Services Administration depots on or about March 1, 1963.
4. Page Changes.

Remove

Attachment A, page 3

Insert

Attachment A, page 3 (Sup. No. 2)

Attachment A, exhibit 6 (Sup. No. 2)

Attachment A, exhibit 7 (Sup. No. 2)

5. Effective Date. The regulations transmitted herewith shall become effective immediately.



BERNARD L. BOUTIN
Administrator

Attachments

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ATTACHMENT A

format and whose requirements, if any, for the agency name or special fill-in data on memorandum stationery do not justify a special printing. (See exhibit 3.)

- c. Standard Form 63, Memorandum of Call, November 1961 Ed. This form serves as notification of an incoming telephone call or of a visitor when the person called or visited is not available. It also is used in referring a visitor to an appropriate person. (See exhibit 4.)
- d. Standard Form 65, U.S. Government Messenger Envelope, November 1961 Ed. This form is for repetitive use in transmitting communications and printed matter between offices within the same city. Consecutive spaces are provided for inserting the name and address for the current transmittal. The "Stop" number space is used primarily in the Washington, D.C., area but may be used elsewhere, if appropriate. (See exhibit 5.)
- e. Optional Form 27, United States Government 2-Way Memo. This form is a 3-part snap-out set with interleaved carbon for informal communications. The message and reply are placed on the same page in brief informal language. It can be sent and returned in a window envelope, if an envelope is necessary. Each packet of 100 forms is accompanied by "Guides to Simplified Informal Correspondence." (See exhibits 6 and 7.)

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ATTACHMENT A, EXHIBIT 6

UNITED STATES GOVERNMENT

2-Way Memo

Subject: _____

To: _____

From: _____

DATE OF MESSAGE _____

DATE OF REPLY _____

INSTRUCTIONS
Use routing symbols whenever possible.
SENDER:
Forward original and one copy.
Conserve space.
RECEIVER:
Reply below the message, keep one copy, return one copy.

- FOLD ————— USE BRIEF, INFORMAL LANGUAGE ————— FOLD -

SIZE 8" x 10 1/2"
3-PART SNAP-OUT

From: _____

To: _____

From: _____

From: _____

1. TO BE RETAINED BY ADDRESSEE

OPTIONAL FORM 27
OCTOBER 1962
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From: _____

2. TO BE RETURNED TO ORIGINATOR

OPTIONAL FORM 27
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GSA GEN. REG. NO. 27

3. TO BE DESTROYED

GUIDES TO SIMPLIFIED INFORMAL CORRESPONDENCE

The typical Government letter has been conservatively estimated to cost \$2.00, not including the cost of filing and ultimate disposition. Informal communication, resulting from the use of Optional Form 27, 2-WAY MEMO, can reduce this cost substantially.

Persons experienced in the field of letterwriting have made the following observations about Government correspondence practices:

The bulk of correspondence is conducted within the governmental family itself—between offices whose day-to-day relationships could permit simple, informal written communication.

Many written communications are for immediate action, are routine in nature, such as requests for information or services, and do not require copies for distribution.

Many written communications are less than a dozen lines in length.

PRINCIPLES INVOLVED

1. In actual experience, where agencies have issued instructions encouraging the use of memorandums and informal correspondence within the agency, there has been a noticeable drop in the communications effort and in the time required to respond to a request, as well as a reduction of useless copies in file. An examination of the two types of correspondence indicates that formal correspondence has certain drawbacks:
 - a. Formal correspondence is usually more wordy because of salutations, introductory paragraphs, complimentary closings, etc. It becomes a difficult writing chore because of continual polishing and editing.
 - b. Formal correspondence typically calls for more reviews, resulting in many rewrites, and for excessive time-in-shop.
 - c. Formal correspondence goes through stricter clearance channels, and frequently makes communication between "opposite numbers" very difficult.
2. In many cases, the best reply is an informal endorsement on an incoming letter. Optional Form 27, 2-WAY MEMO, takes advantage of this principle.

PRACTICAL PURPOSES SERVED BY 2-WAY MEMO

1. The message and the reply are placed on the same page in brief, informal language. This simplifies writing, handling, storing, and disposing of short communications.
2. The message may be prepared by typewriter or by hand; the reply may be by typewriter, by hand, or by rubber stamp.
3. It is possible to achieve a greater delegation of signing authority with the 2-WAY MEMO because of its informal nature.
4. The 2-WAY MEMO may be designated for special handling. It may be marked URGENT if exceptional speed is required. It may be stamped for special mailing services. It may be used for classified material if it is marked with the proper security classification.
5. The "TO" line and the "FROM" line are so placed that the 2-WAY MEMO may be sent in a window envelope and returned in a window envelope, if desired.
6. The 2-WAY MEMO is particularly well suited for communication between "opposite numbers" within one agency or in different agencies.

The above guides have been prepared by the Office of Records Management, National Archives and Records Service, General Services Administration.

October 1962